

PSYCHOSOCIAL SERVICES

A. Definition: Support for **Psychosocial Support Services** may include: Support and counseling activities, Child abuse and neglect counseling, HIV support groups, Pastoral care/counseling, Caregiver support, Bereavement counseling, and nutrition counseling provided by a non-registered dietitian. **Note:** Funds under this service category may not be used to provide nutritional supplements

Pastoral care/counseling supported under this service category to be:

- Provided by an institutional pastoral care program (e.g., components of AIDS interfaith networks, separately incorporated pastoral care and counseling centers, components of services provided by a licensed provider, such as a home care or hospice provider)
- Provided by a licensed or accredited provider wherever such licensure or accreditation is either required or available
- Available to all individuals eligible to receive Ryan White services, regardless of their religious denominational affiliation

B. GOALS: The overall goal of Psychosocial services within the Phoenix EMA is to provide high quality, effective supportive counseling to all eligible PLWHA, as well as to improve social connectivity and community engagement.

C. SERVICES

- Support and counseling activities
- Child abuse and neglect counseling
- HIV support groups
- Nutrition counseling provided by a non-registered dietitian

D. Quality Management:

Program Outcome: ~~Percentage of clients with identified HIV support group and caregiver support group needs are receiving these services~~ 75% of clients participating in psychosocial services will have completed a post session survey.

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Indicators: Number of clients accessing Psychosocial Services

Standard of Care	Outcome Measure	Numerator	Denominator	Data Source	Goal/Benchmark
Staff or volunteers providing psychosocial support will include discussions about access and engagement in primary care in individual and/or group discussions, at a minimum quarterly.	Documentation in client's file.	Number of clients who attend individual and/or group.	Number of clients who attend individual and/or group.	Client Files	75% of client charts have documentation that primary care discussions are taking place as part of regularly offered services, at a minimum quarterly.
Staff or volunteers providing psychosocial support will include discussions about access and engagement in medical case management in individual and/or group discussions, at a minimum twice within the measurement year. <u>Clients participating in psychosocial services will have completed a post session survey</u>	Documentation in client's file. <u>Completed post session surveys</u>	Number of clients who attend individual and/or group. <u>Number of clients who have a completed post session survey</u>	Number of clients who attend individual and/or group.	Client Files <u>Client Surveys</u>	75% of client charts have documentation medical case management discussions are taking place as part of regularly offered services, at a minimum twice within a measurement year. <u>75% of clients participating in psychosocial services will have completed a post session survey.</u>
Documentation of topic of discussion is included with sign in sheet for support groups held by provider agency.	Documentation in log book/support group log.	Number of support groups held with documentation of topic	Number of support groups held	Agency Files	100% of support group logs reflect documentation of topic

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<i>Standard of Care</i>	<i>Outcome Measure</i>	<i>Numerator</i>	<i>Denominator</i>	<i>Data Source</i>	<i>Goal/Benchmark</i>
		with sign in sheet			with the sign in sheet.